

The Influence of *Knowledge Sharing*, *Work Life Balance*, and *Work Professionalism* on Employee Performance My Lova Bengkulu

Kiki Elva Tiani¹, Merta Kusuma¹, Sri Ekowati¹, Ade Tiara Yulinda¹

¹Management Study Program, Faculty of Economics and Business,
Universitas Muhammadiyah Bengkulu, Indonesia

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ABSTRACT

This study aims to examine the Influence of Knowledge Sharing, Work-Life Balance, and Work Professionalism on the performance of employees at My Lova Bengkulu. This research was conducted in March 2025 until completion. The sample in this study consisted to 40 respondents who were employees at My Lova Bengkulu Store. The sampling technique used was total sampling. This research employed a quantitative method with multiple linear regression analysis using SPSS 25 for windows. Based on the results of multiple regression analysis, the regression equation obtained is: $Y = 14.724 + 0.359 (X1) + 0.275 (X2) + 0.465 (X3)$, with the coefficient of determination (R^2) = 0.660, indicating that 66% of the variation in employee performance (Y) is explained by the independent variables. The findings and hypotheses of this study indicate that knowledge sharing has a positive and significant effect on employee performance; work-life balance has a positive and significant effect on employee performance; and work professionalism also has a positive and significant effect on the performance of employees at My Lova Bengkulu.

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Corresponding Author:

Kiki Elva Tiani

Universitas Muhammadiyah Bengkulu

Jl. Bali, PO Box 118, Bengkulu 38119, Indonesia

Email: kikielvatianny@gmail.com

1. INTRODUCTION

In the midst of globalization and intense business competition today, every individual and organization is required to be able to adapt to change. Changes in technology and science have had a huge impact on every aspect of life, including human resources. Human resources are required to be able to survive, adapt to change, and innovate in order to compete and win the competition. Human resources are one of the most valuable assets for a company, driving other resources, and are one of the key factors determining a company's success through its performance. Performance is the quality and quantity of work achieved by an individual or employee in carrying out their duties in accordance with the responsibilities assigned to them (Mangkunegara, 2017).

One factor that plays an important role in improving employee performance is knowledge sharing, which is the process of disseminating, distributing, and transmitting knowledge, either directly or through various media (Lumbantobing, 2011). At the same time, companies must also pay attention to the psychological well-being of their employees, one of which is the balance between personal life and work (work-life balance). Basically,

humans have basic needs that can influence their behavior, and these needs cannot be eliminated. This should be one of the company's focuses so that employees can maintain their good performance and even improve it.

Work-life balance is a term that is no longer unfamiliar; it refers to the efforts made by an individual to balance two roles they are currently fulfilling, between personal life and work responsibilities (Fisher et al. 2009). For some people, balancing personal life and work responsibilities is not easy. This is due to several factors, such as workload, company policies and regulations, and the amount of time spent completing a task. In addition, there is one factor that determines the quality of employee performance, namely the professionalism of the employees themselves. This relates to a person's attitude, behavior, responsibility, and dedication to their work. According to (Siagian, 2009), professionalism is "reliability and expertise in performing tasks so that they are carried out with high quality, on time, carefully, and with procedures that are easy for customers to understand and follow."

My Lova Bengkulu is one of the retail companies in Bengkulu, located at Jalan Meranti No. Raya, Sawah Lebar, Ratu Agung District, Bengkulu City. My Lova offers a variety of daily necessities such as baby supplies, cosmetics, and fashion items for children and adults, as well as other products. My Lova also faces challenges in maintaining its market share due to the increasing number of competitors in the same sector. However, the performance of My Lova's employees is still lacking, which is undoubtedly one of the critical issues for the sustainability and development of the company, given the high level of business competition today. Based on initial observations and interviews with Mr. Rovani, supervisor of My Lova Bengkulu, the performance of employees at the My Lova store can be said to be poor, as evidenced by the habit of employees often arriving late for work.

In addition, the daily sales targets that have been set are often not achieved. One of the reasons for the low performance of these employees is the lack of knowledge sharing practices, both between supervisors and employees and among employees themselves. Mr. Rovani, supervisor of My Lova Bengkulu Store, explained that currently employees work according to their respective job descriptions without intensive collaboration. Employees who are frequently late or absent may be struggling to maintain a work-life balance, which is the equilibrium between work demands and personal life. This can be attributed to various factors such as family commitments, health issues, lack of managerial support, or the need for time to manage work-related stress.

Employee performance may deteriorate if they cannot effectively manage their time between personal life and work, which in turn affects overall performance and the quality of work outcomes. In addition, there are no training programs for employees at My Lova; everyone works according to their predetermined job descriptions, which can lead to suboptimal professionalism among employees. If employees do not receive adequate training, they do not have the opportunity to develop the skills and knowledge to perform their duties effectively. As a result, employees may feel stuck in a work routine without any personal development, which can lead to a lack of professionalism or poor customer service.

Based on the background described above, the author chose to conduct research with the title "The Influence of Knowledge Sharing, Work-Life Balance, and Professionalism on the Performance of My Lova Bengkulu Employees." The purpose of this study is to determine the effect of knowledge sharing, work-life balance, and work professionalism on the performance of My Lova Bengkulu employees, both partially and simultaneously. Through this research, it is hoped that it will provide benefits for the company being studied, it is hoped that the research findings can serve as useful recommendations or input, particularly regarding knowledge sharing, work-life balance, and professional conduct toward the performance of My Lova Bengkulu employees. For future researchers, this study is expected to serve as a reference for subsequent researchers with similar research topics or for organizations facing the same issues.

2. LITERATURE REVIEW

2.1 Employee Performance

According to Agus Dharma (2014), performance is something achieved by employees, work performance that is noticed by employees, and work abilities related to the use of company equipment. Meanwhile, according to Simamora (2015), performance is the level of achievement of tasks that make up an employee's job. Performance indicates how well employees meet the requirements of a job. Another statement, according to Hasibuan, (2019), performance is the work results achieved by an individual in carrying out the tasks assigned to them, using their skills, experience, dedication, and time.

Performance is defined as the success of an individual or group of individuals within an organization, in accordance with their authority and responsibilities, or how an individual is expected to function and behave in accordance with the tasks assigned to them, as well as the quality, quantity, and time used in carrying out those tasks (Sutrisno, 2016). Based on the above definitions, it can be concluded that employee performance is an individual's ability to achieve expected work results in accordance with the tasks and responsibilities assigned, taking into account quality, quantity, and effective time, as well as making a meaningful contribution to the company or organization.

2.1.1 Employee Performance Indicators

According to Agus Dharma (2014), performance indicators include:

1. Quality. Quality refers to matters related to the quality that must be produced, such as work accuracy, neatness, and the error rate of employees.
2. Quantity. Quantity refers to things that must be related to something that must be achieved or completed.
3. Timeliness. This refers to the alignment of the time taken to complete a task with the time allocated for it.

2.2 Knowledge Sharing

Knowledge sharing is the process of sharing, disseminating, and exchanging information and knowledge between individuals, individuals to communities, and communities to other communities for better implementation and the development of new knowledge K.Y. Tung (2018). (Lumbantobing, 2011) states that knowledge sharing is a systematic process of conveying and distributing knowledge from one party to another, through various methods and media. Shared knowledge is unlimited because it can cover all information in general.

Employees can exchange ideas about external self-development or any information that will increase employee knowledge capacity (Suryanto et al. 2023). Based on the above statements, it can be concluded that knowledge sharing is an important process in organizations or companies that involves the exchange of information, experiences, and skills among individuals, which can drive innovation and performance improvement. This process can involve direct communication or various media to disseminate knowledge systematically.

2.2.1 Knowledge Sharing Indicators

Indicators that can be used to measure knowledge sharing according to (K. Y. Tung, 2018) include:

1. Attitude toward knowledge sharing. Attitude toward knowledge sharing is characterized by an individual's behavior in sharing the knowledge they have acquired with other members of the company.
2. Experience. Knowledge, abilities, and skills acquired by an individual through their work experience.
3. Absorption capacity. An employee's ability or capacity to absorb knowledge.
4. Sense of self-worth. A self-concept that reflects an individual's attitude toward their competence, status, and moral behavior among their peers.

2.3 Work Life Balance

Work-life balance is defined as the level of satisfaction influenced by the dual roles that a person plays in their life Hudson (2005). Work-life balance is a work pattern that allows employees to balance their work responsibilities and responsibilities outside of work in their other lives (Ardiansyah & Surjanti, 2020). This is in line with the statement that work-life balance is the ratio of time shared between work life and personal or family life. Lack of work-life balance makes it difficult for employees to divide their time between work (Maisaroh & Muslikhah, 2024). From the definitions outlined above, it can be concluded that work-life balance is an important concept that shows how well a person can balance work demands with personal and family responsibilities. This balance involves not only time management but also creating conditions in which employees can feel satisfied and productive in both aspects.

2.3.1 Work-Life Balance Indicators

According to Hudson (2005), there are three indicators for measuring work-life balance, including the following:

1. Time Balance. Paying attention to the balance between time spent completing work and time spent on other activities outside of work.
2. Engagement Balance. Considering the balance between psychological participation and non-work roles so that employees can enjoy their time and participate in social activities physically and emotionally.
3. Satisfaction Balance. Paying attention to the balance between an individual's level of satisfaction at work and outside of work. Satisfaction arises when an individual can adapt well to their needs outside of work. This is evident in relationships with coworkers, family circumstances, and the quality and quantity of work performed.

2.4 Work Professionalism

According to Siagian (2009), professionalism is Reliability and expertise in performing tasks so that they are carried out with high quality, in a timely manner, carefully, and with procedures that are easy for customers to understand and follow. In his study on professionalism, Winarno (2014) states that professionalism is a type of work that requires scientific techniques and procedures, dedication, and a service orientation based on expertise, certain personal attitudes, and strong techniques and procedures. Furthermore, (Winarno, 2014) explains that

professionalism is an activity or type of activity that can provide services with a high level of intellectuality and specialization.

Meanwhile, (Sarumaha, 2019) argues that professionalism is the commitment of members of a profession to continuously improve and enhance their professional abilities and to continuously develop strategies used in performing work in accordance with their profession. From these statements, it can be concluded that professionalism at work is the behavior and qualities that characterize expertise, discipline, and integrity in carrying out a profession or job. This demonstrates a person's commitment to their work, which involves a responsible attitude, skills, and knowledge.

2.4.1 Work Professionalism Indicators

Indicators of work professionalism according to Siagian (2009) include:

1. Ability

Ability is the potential or skill to master a particular expertise, which may be innate or acquired through training or practice, and is utilized to perform tasks manifested through one's actions.

2. Quality

Quality is a dynamic condition related to products, services, people, processes, and the environment that meets or exceeds expectations.

3. Facilities and infrastructure

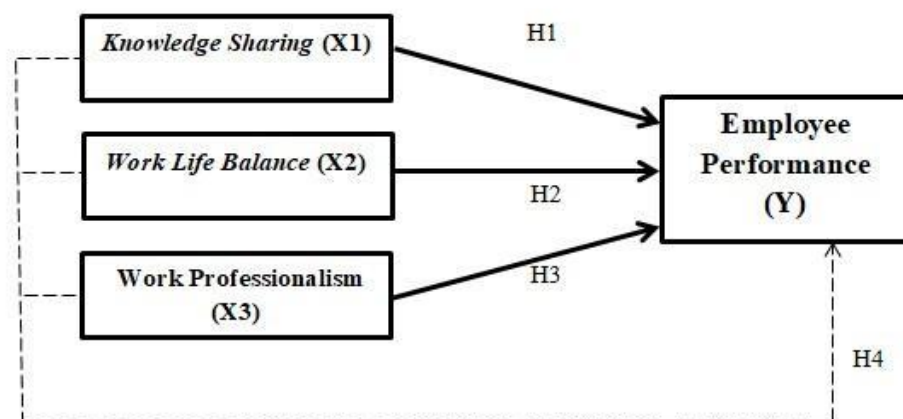
Facilities and infrastructure are a set of tools used during the activity process. These tools can be considered as main equipment or auxiliary equipment, and both are used to achieve the set objectives.

4. Number of human resources

The number of human resources is the potential within an individual that can assist a company or organization based on their abilities or skills.

2.5 Conceptual Framework

Figure 1. Conceptual Framework



Source: Aristanto (2017)

Information:

X1 : Knowledge sharing

X2 : Work Life Balance

X3 : Work Professionalism

Y : Employee Performance

▼ : The Influence of Variable X on variable Y (partially)

▼ : The Influence of Variable X on variabel Y (simultaneously)

3. RESEARCH METHODOLOGY

3.1 Research Type

The type of research used in this study is quantitative research. The quantitative research method is a type of research that has clear, systematic, and structured requirements from the beginning to the end of the research design. In line with the statement that quantitative research is a type of research based on positivism philosophy by utilizing quantitative/statistical data analysis to test established hypotheses (Sugiyono, 2015). Using the questionnaire research method, there are dependent and independent variables. The dependent variable is employee performance (Y), and the independent variables are knowledge sharing (X1), work-life balance (X2), and work professionalism (X3).

3.2 Population and Sample

The population of this study consists of 40 employees of My Lova Bengkulu. The sample size in this study was determined using total sampling technique, where the entire population was used as the sample due to its relatively small size, i.e., fewer than 100 people. Therefore, the sample size in this study is 40 employees of My Lova Bengkulu.

3.3 Data Collection Technique

The data collection technique in this study was carried out by distributing questionnaires to respondents, namely My Lova Bengkulu employees. The questionnaire was compiled using a Likert scale with five answer choices to measure respondents' perceptions of the statements in each research variable. This scale allows respondents to indicate their level of agreement with each question item, as listed in Table 2 below:

Table 1. Likert Scale Instrument

No	Alternative Answers	Value Weight
1	Strongly Agree (SS)	5
2	Agree (S)	4
3	Neutral (N)	3
4	Disagree (TS)	2
5	Strongly Disagree (STS)	1

Source: Sugiyono,(2013)

Before further analysis, the questionnaire was tested for validity and reliability. Validity testing was performed by examining the correlation between statement items and the total variable score. An item was declared valid if the correlation value (r count) was greater than r table. Based on the validity test results, all items in the four variables were declared valid because the r count value was > 0.312 . This indicates that all statements were suitable for use as research instruments.

3.4 Data Analysis Techniques

Data obtained from the questionnaire were analyzed using multiple linear regression analysis to determine the simultaneous and partial effects of the independent variables on the dependent variable. Data processing was performed using the latest version of SPSS software.

Before conducting regression analysis, the data was first tested using the classical assumption test, which consists of:

1. Normality test: to determine whether the data is normally distributed;
2. Multicollinearity test: to determine whether there is a correlation between independent variables;
3. Heteroscedasticity test: to ensure that the residual variance is constant.

After meeting the basic assumptions, hypothesis testing is conducted through:

1. Multiple Linear Analysis
2. Coefficient of determination (R^2), to determine the extent to which the independent variables contribute to explaining the variation in the dependent variable.
3. Partial t-test, to determine the effect of each independent variable on the dependent variable individually;
4. Simultaneous F-test, to test the effect of all three independent variables together on employee performance;

4. RESULTS AND DISCUSSIONS

4.1 Instrument Validity Test

Validity testing was conducted using Pearson's product-moment correlation technique, comparing the calculated r value with the r table. The degree of freedom (df) = $n - 2 = 40 - 2 = 38$, and the r table value is 0.312. The SPSS output results indicate that the calculated r values for the variables of employee performance, knowledge sharing, work-life balance, and professional work are valid because the calculated r values are greater than the table r value (0.312). This indicates that the items from each questionnaire statement for each variable are valid and suitable for use in this study. This means that the items in each statement are capable of measuring and explaining the variables accurately.

Table 2. Instrument Validity Test Results

Variable	Statement	R Count	R Table	Conclusion
Employee Performance (Y)	1	0,895	0,312	Valid
	2	0,821	0,312	Valid
	3	0,907	0,312	Valid

Knowledge Sharing (X1)	4	0,691	0,312	Valid
	5	0,793	0,312	Valid
	6	0,876	0,312	Valid
	1	0,953	0,312	Valid
	2	0,902	0,312	Valid
	3	0,928	0,312	Valid
	4	0,944	0,312	Valid
	5	0,929	0,312	Valid
Work Life Balance (X2)	6	0,890	0,312	Valid
	7	0,790	0,312	Valid
	8	0,870	0,312	Valid
	1	0,876	0,312	Valid
	2	0,899	0,312	Valid
	3	0,909	0,312	Valid
	4	0,858	0,312	Valid
	5	0,909	0,312	Valid
Work Professionalism (X3)	6	0,875	0,312	Valid
	1	0,933	0,312	Valid
	2	0,907	0,312	Valid
	3	0,936	0,312	Valid
	4	0,931	0,312	Valid
	5	0,930	0,312	Valid
	6	0,912	0,312	Valid
	7	0,916	0,312	Valid
	8	0,889	0,312	Valid

Source: Output SPSS 25 For Windows

4.2 Reliability Test

Reliability testing was conducted by calculating the Cronbach's Alpha value for each variable. The Cronbach's Alpha values obtained for all variables were > 0.60 , indicating that the instrument has good internal consistency and is reliable.

Table 3. Reliability Test Results

No.	Variable	Cronbach's Alpha	R tabel	Explanation
1.	Employee Performance	0,911	0,60	Reliabel
2.	Knowledge Sharing	0,967	0,60	Reliabel
3.	Work Life Balance	0,946	0,60	Reliabel
4.	Work Professionalism	0,973	0,60	Reliabel

Source: Output SPSS 25 For Windows

4.3 Classical Assumption Test

The classical assumption test was conducted before the regression analysis to ensure the data met statistical requirements, with the following results:

1. Normality Test: Based on the Kolmogorov-Smirnov test, the Asymp. Sig. value was > 0.05 , indicating that the data were normally distributed.
2. Multicollinearity Test: All independent variables had VIF values < 10 and Tolerance values > 0.10 , indicating that multicollinearity was not found.
3. Heteroscedasticity Test: Based on the scatterplot and Glejser test, no specific pattern was found, thus it can be concluded that heteroscedasticity does not occur.

In this study, multicollinearity can be seen from Tolerance and Variance Inflation Factor (VIF). If the Tolerance value is > 0.1 , it means that there is no multicollinearity, and vice versa. If the VIF value is < 10 , it means that there is no multicollinearity (Ghozali, 2016). Based on Table bellow, it can be concluded that overall, the independent variables have tolerance values > 0.1 and VIF values < 10 , so they can be declared free of multicollinearity or non-multicollinearity.

Table 4. Multicollinearity Test Results

Variable	Tolerance	VIF	Explanation
Knowledge Sharing	0,703	1.423	Non Multikolinearitas
Work Life Balance	0,870	1.150	Non Multikolinearitas

Work Professionalism	0,667	1.500	Non Multikolinearitas
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Source: Output SPSS 25 For Window

4.4 Multiple Linear Analysis Test Results

Table 5. Multiple Linear Analysis Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.724	2.532		5.816	.000
	Knowledge Sharing	.359	.078	.534	4.608	.000
	Work Life Balance	.275	.087	.328	3.151	.003
	Work Professionalism	.465	.069	.799	6.713	.000

a. Dependent Variable: Employee Performance

Source: Output SPSS 25 For Windows

It is known that the coefficient values of the regression equation are as follows: $Y = 14.724 + 0.359 (X1) + 0.275 (X2) + 0.465 (X3)$. Based on the above regression equation, the following can be explained:

1. The constant value of 14.724 means that knowledge sharing (X1), work-life balance (X2), and work professionalism (X3) have no effect on employee performance (Y), so the employee performance variable remains at 14.724.
2. The regression coefficient for the knowledge sharing (X1) variable is 0.359, meaning that if the value increases by one unit, the employee performance (Y) value increases by 0.359, assuming that work-life balance (X2) and work professionalism (X3) remain constant or equal to 0.
4. The regression coefficient for the work-life balance variable (X2) is 0.275, meaning that if the work-life balance variable (X2) increases by one unit, the employee performance value (Y) will increase by 0.275, assuming that knowledge sharing (X1) and work professionalism (X3) remain constant or equal to 0.
5. The regression coefficient for work professionalism (X3) is 0.465, meaning that if the value of work professionalism (X3) increases by one unit, the value of employee performance (Y) will increase by 0.465, assuming that knowledge sharing (X1) and work-life balance (X2) remain constant or equal to 0.

4.5 Coefficient of Determination (R²)

Table 6. Determination Coefficient Values from Research Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.812 ^a	.660	.632	3.051

a. Predictors: (Constant), Work Professionalism, Work life balance, Knowledge sharing

Source: Output SPSS 25 For Windows

Based on the table above, it is known that the multiple coefficient of determination or R Square (R²) = 0.660, which means that together the variables of knowledge sharing (X1), work-life balance (X2), and work professionalism (X3) contribute 66% to the employee performance variable (Y), while the remaining 34% is influenced by other variables outside the scope of this study.

4.6 T-test results (partial) and Simultaneous Test (F Test)

Table 7. T-test results (partial)

Coefficients ^a				
Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.

		B	Std. Error	Beta		
1	(Constant)	14.724	2.532		5.816	.000
	Knowledge sharing	.359	.078	.534	4.608	.000
	Work life balance	.275	.087	.328	3.151	.003
	Work Professionalism	.465	.069	.799	6.713	.000

a. Dependent Variable: Employee Performance

Source: Output SPSS 25 For Windows

Through calculations performed using the SPSS program, the comparison between the t-value and the t-table = $t(\alpha/2; n-k-1) = (0.05/2; 40-3-1) = (0.025/2; 36) = 2.02809$.

1. The knowledge sharing variable (X1) shows that the t-value is greater than the t-table ($4.608 \geq 2.028$) and the significance value ($0.000 \leq 0.050$). Therefore, it can be concluded that knowledge sharing has a positive and significant effect on the performance of My Lova Bengkulu employees.
2. The work-life balance variable shows that the t-calculated value is greater than the t-table value ($3.151 \geq 2.028$) and the significance value ($0.003 \leq 0.050$). Therefore, it can be concluded that the work-life balance variable has a positive and significant effect on the performance decisions of My Lova Bengkulu employees.
3. The work professionalism variable shows that the t-calculated value is greater than the t-table value ($6.713 \geq 2.028$) and the significance value is less than or equal to $\alpha = 0.05$. Therefore, it can be concluded that the work professionalism variable has a positive and significant influence on employee performance at My Lova Bengkulu.
4. The work professionalism variable shows that the t-count value is greater than the t-table value ($6.713 \geq 2.028$) and the significance value ($0.000 \leq 0.050$). Therefore, it can be concluded that work professionalism has a positive and significant effect on the performance of My Lova Bengkulu employees.

Table 8. Simultaneous Test (F Test Result

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	650.712	3	216.904	23.296	.000 ^b
	Residual	335.188	36	9.311		
	Total	985.900	39			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Work Profesionalism, Work Life Balance, Knowledge Sharing

Source: Output SPSS 25 For Windows

An F-test was conducted to compare the significance value of 0.05 with the F value calculated using the F table ($k = 3$; $f\text{-table} = f(k;n-k)$, $F=(3;40-3)$, $f\text{ table} = (3;37) = 2.866$). Based on the output results, the calculated F value of $23.296 >$ the F table value of 2.866 and ($\text{sig} = 0.000 \leq 0.050$), it can be concluded that there is a significant influence between knowledge sharing, work-life balance, and work professionalism on employee performance.

4.7 The Effect of Knowledge Sharing on Employee Performance

The results showed that the Knowledge sharing variable had a positive and significant effect on Employee Performance of My Lova Bengkulu, the t-count value was greater than the t-table ($4.608 \geq 2.028$) and a significant value ($0.000 \leq 0.050$). This means that the higher the level of knowledge sharing between employees, the employee performance will also increase. Based on the research results, it is known that the knowledge sharing of My Lova Bengkulu employees is good, the higher the level of knowledge sharing between employees and between employees and superiors, the better employee performance will be. Even though it is in the good category, the application of knowledge sharing still needs to be improved to create ideas and maximize cooperation.

The opinion that underlies the influence between knowledge sharing and employee performance is according to (Khaerana & Mangiwa, 2021) knowledge sharing is a systematic process in which two or more people share knowledge with each other through communication or communication or available virtual media, to develop, improve, and generate new knowledge so that it can get value added for the company.

4.8 The Effect of Work Life Balance on Employee Performance

The results showed that the work life balance variables have a positive and significant effect on employee performance decisions My Lova Bengkulu. The work life balance variable shows that the t-count value is greater

than the t-table value ($3.151 \geq 2.028$) and the significant value ($0.003 \leq 0.050$). This means that the better the work life balance realized by the company, the more it will improve employee performance.

The influence between work life balance and employee performance is based on research (Alfranssyah et al., 2023) which states that work life balance refers to creating and maintaining a healthy and supportive work environment. Thus, employees can balance their professional and personal obligations, which will result in better performance and results.

4.9 The Effect of Work Professionalism on Employee Performance

The results showed that work professionalism has a positive and significant effect on the performance of My Lova Bengkulu employees. The work professionalism variable shows that the t-count value is greater than the t-table ($6.713 \geq 2.028$) and the significant value ($0.000 \leq 0.050$). This means that the higher the level of professionalism of employees in carrying out their work, for example the level of quality of service to customers, the better employee performance will be. The expert opinion that underlies the relationship between work professionalism and employee performance is according to Asgaruddin (2021) Professional means expert in his field, must have the ability to demonstrate high quality in his workplace. Talking about professionalism, reflects how a person's attitude towards his profession. Simply put, professionalism is defined as the behavior, manner, and quality that characterize a job (Asgaruddin, 2021).

5. CONCLUSIONS

Based on the results of the study, it can be concluded that the variables of knowledge sharing, work life balance, and work professionalism have a positive and significant effect on employee performance both partially and simultaneously. Although employee performance at My Lova Bengkulu is in the good category, the company is expected to continue to make improvements and improvements to support the quality of employee performance given the high level of competition, especially in the retail industry.

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